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MEMORANDUM FOR:

Would mate type that
this COINS LOG & give it te you.
Note Two Items:
1. Secret Stamp - I put it on
because attachment is Secret.
2. Paragraph Numbers -- Don't
know why _____ Skipped
Numbers but this is the way he
had it on the Draft. Nte

_____
(DATE)

FORM NO. 101   REPLACES FORM 10-101   (47)
1 AUG 54   WHICH MAY BE USED.

DRAFT   SECRET

12 May 1969

COINS LOG

A COINS Meeting was held at NIC on 8 May 1969 at 1330. The following
information was obtained:

1. A revised set of COINS objectives was distributed for
consideration. These objectives are attached to this COINS LOG.
These objectives are to be reviewed and discussed further (and hopefully
approved) at the next COINS Meeting at CIA on 22 May 1969 at 1000.

2. Interim data collection forms were distributed for
use on the COINS test on 13, 14, 15 May 1969. Results from all
three days of tests will be analyzed.

3. Recent service from COINS was discussed. Service at DIA
has been observed to be good with an answer always being obtained
within four minutes to two hours.

25X1

5. It was requested that the COINS manager examine the last
four sentences of a recent training minutes (or memoranda?) which
said discouraging comments about the COINS system. It was hoped
that such comments would not be published in the past or the future,
e ven if COINS did have its problems. A bad COINS atmosphere does
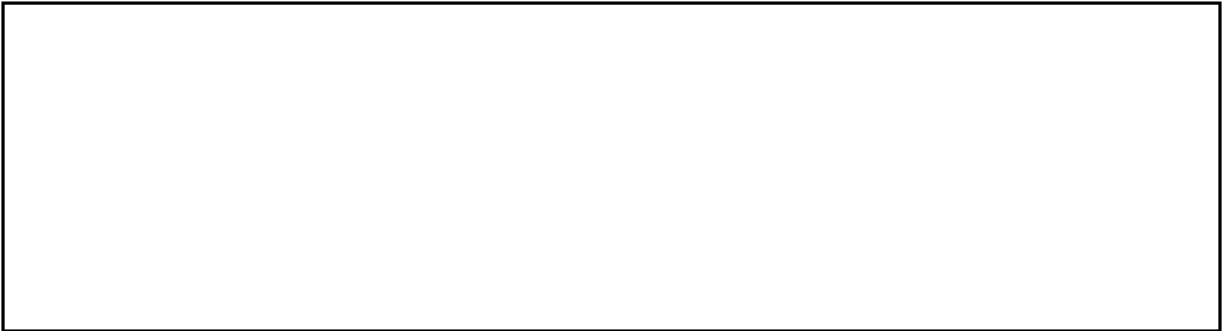not aid in training the analysts to use COINS.

6. Some of the ways to motivate an analyst to learn quickly
how to use COINS was discussed. One suggestion was to use two

sample queries from each file in the instructional information.
Another suggestion was to include a write-up from the AFSS personnel
which has had considerable experience in getting the analyst to
use COINS.

25X1

10. It was announced that NSA is planning another one of their
Electronic Graphics Workshop this year. (This wordshop discussed
the use and experience of analysts in using computer graphics to
do their job.)

11. It was mentioned that the COINS manager would be seeking
imput from the subsystem managers and committees for the COINS
report in the near future.

12. A TETRAHEDRON briefing is planned for the COINS Submanagers.

25X1

Inclosure - 1

Goal and Objectives

1. Goal: The purpose of the COINS Experiment is a feasibility test of interagency information handling, making use of interconnected computer-based files, to determine the utility of this system to intelligence analysts and other users.

2. Objectives: Although some effort is or will be put forth on each of these objectives during the COINS Experiment, complete satisfaction of them must await follow-on systems (e.g., common interrogation procedures, minimal data standards, etc.).

   a. To design, develop, and implement an experimental, interagency on-line, computer-based, intelligence information system with remote access capability which will operate at the Top Secret SI security level.

   b. To test the COINS capability to make data bases in one agency more readily accessible to analysts in other agencies.

   c. To ascertain the essential characteristics of files which make them suitable for inclusion in an interagency on-line intelligence information system.

   d. To collect the necessary data on system usage, efficiency, and reliability and user reaction to permit an evaluation of the feasibility and utility of operational implementation of a follow-on COINS system.

GROUP-1
Excluded from automatic
downgrading and
declassification

e. To determine the elements and attributes which
would be critical to the success of a full system for
continuing community operations, and develop objectives
and specifications for an operational system.

f. To provide practical training and actual
experience for intelligence analysts in the use of an
interagency on-line intelligence information system.

g. To determine those elements of the system
design which encourage and facilitate analyst usage and
those elements which discourage or hinder usage.

Rel'd 8 May 69

Community On-line Intelligence System (COINS)

ENCLOSURE II

Experiment

Recommended Guidance for Evaluation

1. To design, develop and implement an experimental,
interconnected interagency computer based intelligence
information system with remote access capability which will
operate at the Top Secret SI security level.

    a. How is the achievement of the objective
to be identified and measured?

        (1) The first part of the objective has
been partially achieved; i.e., the system has
been designed, the hardware installed and connected by
means of crypto protected communication circuits,
and some intelligence information files are available
in some agencies for remote interrogation by users at
all participating agencies. When all elements of the
network are functioning together as planned and users
can efficiently access any COINS file in reasonable time
during a reasonable period of each working day, the first
part will have been achieved.

        (2) A data collection plan has been
formulated to gather statistics on system utilization
and performance, and user opinions and attitudes towards
COINS.

        (3) The feasibility of the system is very

dependent upon its ability to operate securely and to demonstrate that inadvertent violations of need to know can be limited to an acceptable level. A COINS Security Officer has been appointed to whom all security matters will be referred.

      b. <u>What constitutes success or failure of this objective?</u>

      Success or failure of the objective will depend first upon the technical capability of the system to operate securely.

      (1) The experiment will prove successful if it evokes a favorable reaction among a crossection of users in the participating agencies. This favorable reaction need not necessarily be in terms that COINS provided useful information in support of analysts' work, but it could include judgements that an efficient COINS-like system containing more suitable data bases would have high utility in support of the intelligence analytical function.

      (2) The experiment will prove a failure if a sufficient number of users do not react favorably to their exposure to COINS. Adverse reaction could result from a variety of causes either singly or in combination. For example:

      (a) Inefficient operation or lack of

reliability of the network, or excessive down time.

(b)   Differences in interrogation methods and lack of data standards.

(c)   Poor orientation and training.

(d)   Lack of user interest in COINS data bases.

(e)   Excessive interrogation response time.

(3)   An excessive occurrence of accidental spillage and violations of need to know will constitute prima facie evidence of a failure to achieve the objective.

2. <u>Objective</u>: To test the COINS capability to make data bases in one agency more readily accessible to analysts in other agencies.

    a. <u>How is the achievement of the objective to be identified and measured?</u>

        (1) Initially, the COINS experimental network is configured to facilitate relatively quick reference to data bases maintained in the computer systems of participating agencies by intelligence analysts in all other agencies. It is intended that interrogations be short and direct and that responses be limited in output volume. A capability for transfer of complete files for batch processing operations will not be available during the experimental phase.

        (2) Achievement of the objective is dependent first upon the operating efficiency of the network and secondly upon other factors such as currency of the data bases, their completeness and accuracy.

        (3) Statistics on files interrogated, turn-around time, network efficiency, etc., will be developed by the Test and Analysis Panel to assist in identification and measurement of the achievement of this objective.

        (4) The COINS capability provides a means of centralizing intelligence information files on selected subjects to which all collection and production agencies contribute information. Such a file is currently being

developed bilaterally between NSA and DIA. This "Eurasian
Air Facilities File" will be maintained in the DIA computer
system and will contain information contributed by both
agencies.

      b. <u>What constitutes success or failure of the
objective.</u>

      The objective will be successful if the
experiment demonstrates that access to information through
COINS is reasonably efficient and results in generally
favorable user reaction when contrasted with the more
conventional methods of data retrieval and exchange.

3. **To determine user preferences for files which are suitable for inclusion in an interagency on-line intelligence retrieval system including user requirements for timely, accurate and complete information.**

    a. **How is the achievement of the objective to be identified and measured?**

        The COINS switch log will maintain data on file usage, and, in addition, each analyst who queries a COINS file will provide information on file usage satisfaction via the User Log Form. The in depth interviews which each COINS participating agency is required to conduct to obtain reactions from COINS users should be particularly fruitful for obtaining data on user file preferences. In addition, the IHC has requested that each of its members provide data on the types of files recommended for inclusion in an operational COINS.

        The problem is whether, after determining by experience and interviews of users that a given file is suitable for an on-line interagency system, its characteristics can be identified and assigned meaningful values against which to measure the suitability of proposed new files without resorting to actual on-line retrieval experience with the new files. If possible, an attempt should be made midway during the Test and Analysis Phase to identify those files that appear to be suitable for interagency use and to evaluate the

characteristics which determine that suitability. Some

of the factors to be examined are: subject and area

coverage, data elements included; size of each record;

date span; update frequency; number of users by agency

(potential users for a proposed file); response time

required by users; alternative methods of data exchange, etc.

b. What constitutes success or failure in the

achievement of the objective?

(1) This objective will be successfully met

if a set of files can be identified which would have high

utility in an interagency on-line system. This objective

would not be met if the results of the Experiment were

inconclusive regarding file usage and preferences.

(2) Experience with other on-line information

retrieval systems has shown that with an increase in system

efficiency and experience gained by users increased confi-

dence is realized and more specific requirements come into

focus. If the mechanism provided by COINS management for

data base modification (COINS Operational Procedure No.

1-1968, 22 November 1968) is utilized as a result of user

interest a measure of success will be realized.

4. **To collect the necessary data on file usage,**
system efficiency and reliability and user reaction to
permit an evaluation of the feasibility and utility of
operational implementation of a follow-on COINS-like
system.

a. **How is the achievement of this objective to**
be identified and measured?

The Test and Analysis Panel has developed a
plan, procedures, and forms for collecting the desired data
and this plan has been approved by all COINS participants.
However, it should be constantly reviewed (monthly at
least) during the T&A period to determine if additions, deletions,
or modifications are necessary.

b. **What constitutes success or failure in the**
achievement of the objective?

If the data collection plan is followed as
recommended, and if there is sufficient usage of the net-
work to obtain the desired user reaction then this objective
will be partially or fully met. Partial failure could
result from gaps in the data collection plan which were
not anticipated during the planning stage.

5. Determine the elements and attributes which would be critical to the success of a full system for continuing community operations, and develop objectives and specifications for an operational system.

    a. How is the achievement of this objective to be identified and measured?

        If all other objectives are met, the data will be available to develop a system plan for an operational COINS network. In other words, this objective is unique in that it is completely dependent on the satisfaction of all the other objectives. Development of objectives and specifications for an operational system will be the culmination of the total experience of the COINS Experiment. That experience, properly evaluated, will dictate the objectives and specifications. The problem is to properly evaluate the experience gained by the Experiment.

    b. What constitutes success or failure in the achievement of this objective?

        This objective could fail on two counts:

        (1) It will fail if inadequate or inconclusive data is collected in an area critical to the design of an operational system.

        (2) It will fail if the data collected during the operational test conclusively proves that an operational

25X1

COINS network is not required at this time.

If neither of the above conditions exist, this objective can be successfully satisfied.

6. To provide practical training and actual experience for intelligence analysts in the use of an interagency on-line intelligence retrieval system.

    a. How is the achievement of the objective to be identified and measured?

        (1) Each COINS participating agency has conducted, is conducting, and will conduct training sessions for potential COINS users. Each agency has produced written training materials describing how to use various portions of the COINS network. The COINS Environment Report, which the Test and Analysis Panel has asked each COINS participant to prepare, will detail the measures taken by each agency to interest analysts in the use of COINS and the level and detail of training provided.

        (2) Periodic reports from the COINS Training Panel will provide information on training activities, status and progress.

        (3) In depth interviews of users which are planned by the Test and Analysis Panel will provide insight into the degree of training provided, experience gained and additional training required.

    b. What constitutes success or failure in the

achievement of the objective?

The objective will be successfully achieved if a representative group of analysts in each COINS participating agency is able to query COINS files with a minimum of difficulty. In addition, those who are so trained must exercise the system sufficiently to gain a level of experience which would permit their evaluation of system utility.

7. To determine those elements of the total system design which encourage and facilitate analyst usage and those elements which discourage or hinder usage.

    a. How is the achievement of the objective to be identified and measured?

        (1) COINS system designers are already aware of certain unavoidable problems implicit in the COINS system which will inhibit usage, e.g., multi-query languages, lack of data standards in COINS files, etc. The seriousness of these problems and those aspects of COINS which are viewed in a more favorable light will be fully brought out by the reactions obtained from COINS users through log forms and interviews.

        (2) Specifically, the following factors must be examined to determine the threshold between encouraging and discouraging analyst use. For example, analysts might be encouraged to use a system that was 90 percent reliable but would be discouraged from using a system that was less reliable.

        (a) Suitability of data bases.

        (b) Number, type, location and ease of operation of remote terminals.

        (c) Query languages: one vs. many, abbreviations/ mnemonics versus plain language; query procedures; utilization of preprogrammed queries vs. on-line query programming.

(d)   Response time

(e)   System reliability

(f)   System availability (days and hours)

(g)   Usability and readability of outputs

(h)   Type and amount of user training

(i)   Currency of data bases procedures

(j)   Interactive vs. non-interactive

(k)   Type and quality of analyst aids

(handbooks, on-line file and query descriptions, etc.)

b.   What constitutes success or failure in the achievement of the objective?

This objective will be successfully met if each agency is conscientious in its collection of data on user reactions to COINS. Low user participation in COINS could result in inadequate data collection.